You need to require companies to allow people to take their cellular numbers with them when they change cellular companies...it is ridiculous that the public is held hostage by a company that has no motivation to provide customer service. If we have a problem receiving service at one company, the American way tells us that we have the right to look for a competing company. However, if we can not take the phone number that our businesses and lives have come to depend on, we have no option but stay with non-competitive, unmotivated companies. These companies don't need protection, we do!